

# Workplace Violence: Employee Training

**Audience:** All workers

**Training Time:** Average - 40 to 60 minutes [NOTE](#)

**Delivery Formats:** Web, CD-ROM, LAN, WAN, [Web-Connected CD](#)

**Product Code:** iconwvet

**Interactive Producer:** Multi-Media Access, Inc.

**Original Content Producer:** ICON Training Materials of Iowa

**Language(s):** English



## Overview

This course discusses the increasing occurrences of violence in the workplace and the warning signs that precede the violence. The training prepares the learner to spot and defuse potentially violent situations and describes what steps to take if you suspect a fellow employee is headed for a violent episode.

Thirty-one interactions actively involve the learner in the training. Lesson interactions provide the learner opportunities to apply what he or she has learned. The computer assesses the learner's level of understanding of all learning objectives. All questions in this course are fully narrated.

Narrations enhance comprehension and are welcome support for learners with reading skill deficits and when English is the learner's second language. When the learner answers a question incorrectly the computer provides remedial instruction and reviews the material until the learner can answer correctly. Mastery's exclusive Follow-up Review, standard in all Mastery Advantage courses, provides time-delayed reinforcement and review of the learner's newly acquired knowledge. The Follow-up Review enhances the transfer of newly acquired knowledge to the learner's long-term memory.



The Learner navigates through the course and its resources using the standard Mastery Control Bar. Course resources include a fully narrated glossary of terms. Each term is pronounced and its definition read aloud to the learner. A topical index provides a complete map to the instructional material. The learner can ask for all course information on any topic at any time during the lesson presentations. The learner can use the topical index as a reference source even after completing the course. Closed Captioning is included. A complete transcript of all audio and video files is also provided with this course. Use the transcript file in conjunction with MODIFY to simplify customizations.

## Topics

The course presents interactive instruction covering the following topical areas:

**Possible Causes of Workplace Violence**  
**Effects of A Violent Home Environment**  
**Workplace Violence and Self-Esteem**  
**Perpetrators of Workplace Violence**  
**Proper Intervention**  
**Acting On Your Knowledge of A Threat**  
**Recognizing Warning Signs**  
**Responding To Potentially Violent Behavior**  
**Types of Workplace Violence**  
**Your Company's Response To Violence Threats**  
**What To Do If Violence Erupts**



## Performance Objectives

This course will measure mastery on each of the following performance objectives. Upon completion, workers will be able to...

**Discuss the emergence of workplace violence.**  
**Discuss the causes of workplace violence.**  
**Discuss characteristics of typical perpetrator of workplace violence.**  
**Discuss the purpose and benefit of appropriate intervention.**  
**Discuss common warning signs of potential violent behavior.**  
**Discuss appropriate action to take when in a dangerous workplace situation.**

